



THOMAS 1055 Pantera Range

Money Changer / Token Dispenser

THOMAS 1055 Outdoor changer User Manual

Rev. 1.01 EN GBP



In-Wall Mount Bracket



Wall-Mount



Free stand

Pantera 1055 User Manual



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Dear Customer,

we would like to thank you and congratulate for your choice. We trust that you will appreciate the quality and performance of our Thomas Pantera 1055 control station.

This machine operates by cctalk protocol, the well-established serial communication mode that provides security and precision.

Please pay careful attention to the information highlighted by the following signs:



IMPORTANT NOTICE REGARDING THE OPERATOR'S SAFETY AND THE PROPER FUNCTIONING OF THE EQUIPMENT.



IMPORTANT NOTICE REGARDING DANGERS AND RISKS DUE TO ELECTRICITY.



IMPORTANT NOTICE REGARDING DANGERS AND RISKS DUE TO HIGH TEMPERATURES.



GENERAL INFORMATION.

Please read carefully this handbook, to obtain the most from your HYDROJET Station

1. Package content

The package contains:

1. The Thomas Pantera 1055 unit
2. One pair of security keys
3. User manual (this manual)
4. Options requested, packed separately (i.e. vandal-proof bar, heater kit, floorstand, in-wall frame, and the like: see page 7)

This product has been packed with the utmost care. If you receive it damaged or incomplete, please notify immediately your findings to the Carrier, and collect it only under conditional signature.

The packing material, wooden pallets included, must be disposed off according to your Country laws and regulations. The product itself, once dismissed, must be disposed off according to the same laws and regulations.

2. Product description

2.1 Intended use

The Pantera 1055 unit provides change of notes and coins to coins (one programmable denomination) or to tokens (one programmable value). It is designed for outdoor use, but without direct exposure to critical weather conditions. It is recommended that it is protected from rain/hail and from sun rays.

It is available with floor-stand, for wall-mount, and for in-wall embedding.

This equipment has been certified IP54. However, it is recommended to install it always in a position conveniently sheltered against bad weather and strong light.

- Limited protection against dust ingress. (no harmful deposit)
- Protected against splash water from any direction

2.2 Available functions

- Change of notes and coins to one denomination coins
- Change of notes and coins to tokens (with or without bonus)
- Programming of coin / token value
- Accounts control on display (only through buttons on the board, or by remote keypad)
- Free custom-configuration (only through buttons on the board, or by remote keypad)
- Interactive User Menu; the User can switch to his preferred language among 5 available options

2.3 General Data

Classification:	Class I equipment (CEI EN 60335-1), Category IV (CEI EN 55014-2)
Protection degree:	IP 54 min. (EN 60529)
Overall dimensions:	400 mm (l) x 698 mm (h - 1698 with floor-stand) x 264 mm (p)
Weight (options not considered):	55,50 Kg (wall-mount) - 75,50 Kg (with floor-stand)
Power supply:	24 Vac - 50 Hz
Nominal power:	174,80 W (0,76 A)
Peak power:	303,60 W (1,32 A)
Operating temperature:	0°C ÷ +50°C
Operating humidity conditions:	40 % ÷ 90% non-condensed
Installation:	Wall-mount, or embedded into wall (blind niche or open cut-out), or on floor-stand.
System components:	
Power supply box	Power switching 280 W con filtro antisturbi, e ventilato
Control board	Alberici Dry Change CMS ccTalk
Interface relay board	Alberici 8PR, each relay 3 A (nominal value)
Display	LCD blue 2 x 16
Banknote reader	VEGA ccTalk with stacker (capacity: 300 notes)
Coin Hopper	HopperOne S11 ccTalk (capacity: 1200 coins/tokens diam. 24mm)
Coin acceptor	AL66SC wet-proof
RFID keys cashless reader	Alberici ACS Mifare® (<i>optional</i>)



Default currency is the Euro. Please ask in advance for different needs.

2.4 Reference Norms

Development, design and production have been made according to the following EU regulations:

1998/37/CE	On equipments
2004/108/CE (ex 89/336/CEE)	EM compatibility
2006/95/CE (ex 73/23/CEE)	Low voltage equipments
CEI EN 60335	Safety of Electrical equipment
CEI EN 60529	IP Protection

2.5 Warning



- Comply with the instructions in this manual
- Switch power off before any maintenance operation
- Use only within the recommended temperature/humidity range
- Do not expose the machine to direct sun light or to incandescent light (> 3000 Lux)
- Do not use the machine when the ambient temperature and humidity are not within the recommended Operational range
- When in presence of car exhaust gas or smoke, clean and check the components regularly and frequently.
- Do not favour contact with dusts or chemical moisture or sprays, water or other liquids
- Instal indoor
- Wipe clean by a dry piece of cloth (or slightly wet with alcohol)
- Do not use thinners or organic solvents
- Comply with the instructions given in this manual.

3. Reception and Handling

After testing, the unit and its fittings get carefully packed and separately boxed.
The box(es) get(s) secured to a wooden pallet, so as to reduce to reduce possible damages from loading/unloading and freight operations.

3.1 Reception

Upon receiving the unit, make use of a forklift truck to move the boxes.

Before signing the reception papers, check the outer state of the boxes. Then open the boxes and check that the goods have not been damaged during transport. If any damage appears, inform the forwarder and have your complaint written on the reception papers. Then write “with reserve of further checking” and sign it. Keep a copy signed by the forwarder.

If the unit(s) must be stored before installing it, keep it inside its box, and store it in a place protected against deep cold, heat and humidity.

3.2 Opening the box

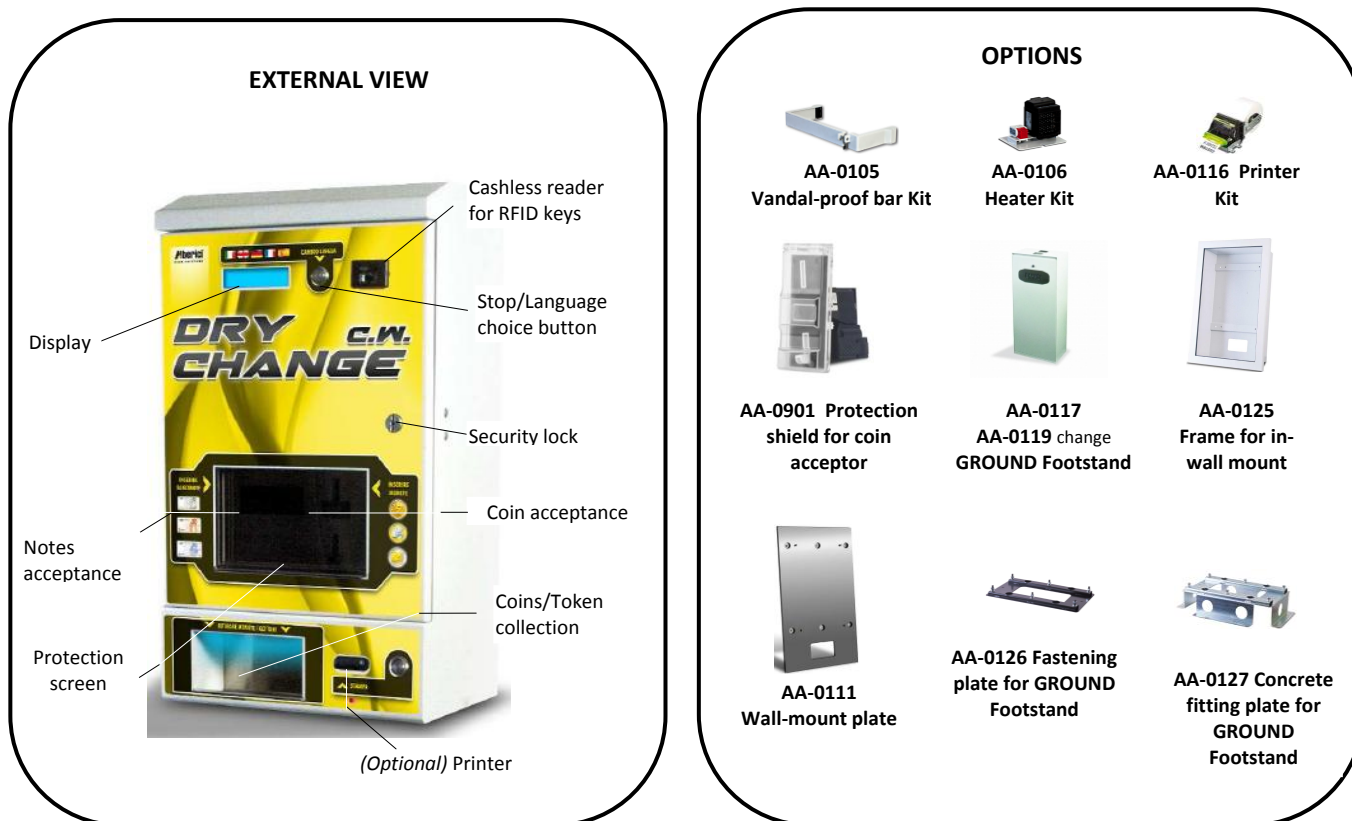
Cut the tightening belts (take care against possible “whip-lash”. Then remove nylon covers and protection films.

Take out the fastening staples from the box and open it. Take care not to scratch the unit surfaces while pulling it out of its box.

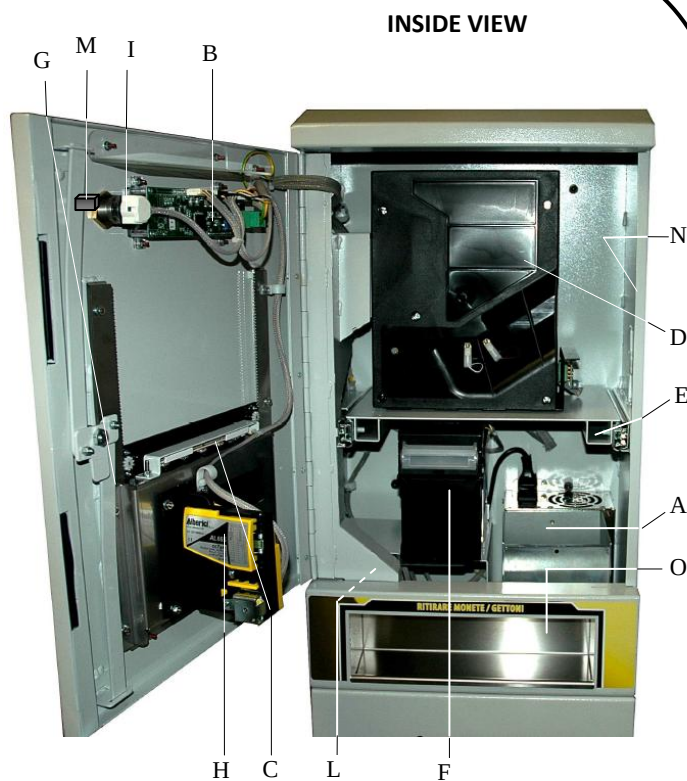
Place the unit in upright position.

Please notice: all the packing materials, wooden pallet included, must be recycled or disposed of in compliance with the existing European, National or local Regulations.

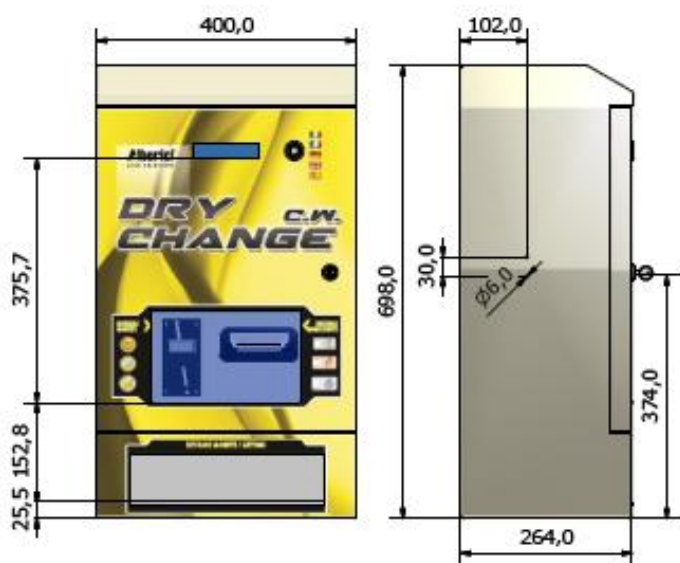
4. Parts Denomination



POS.	COD. ART.	DESCRIZIONE
A	AE-0804	PS Power box
B	SH-1521-1000	ChangeOne CMS, with display
C	LED-0100	1 x 5-led bar
D	HP-S114	HopperS11 ccTalk STD
E	C-070503-000	Drawer release button (for Hopper Refilling)
F	LB-MC0E-0100	Note validator VEGA ccTalk
G	C-0701013-000	Security lock
H	GE-66SC	Electronic coin acceptor AL66S ccTalk
I	PL-MD0T-000H	Vandal-proof RGB luminescent pushbutton, 12V
L	AA-0106	Heater Kit <i>optional</i>
M	CH-BC00	ACS ccTalk reader for RFID keys
N	ADESI-070	Identifying plate
O	AA-0116	Printer kit <i>optional</i>



5. Dimensions



All measures in mm



6. Installation

6.1 Cautions and dangers when installing



The unit must be installed by qualified technicians, skilled in handling, preparation and mounting, electric connections, and start-up.



Handle the equipment safely. Make use of safety gloves and shoes. Take care of stability, to prevent any risk of danger to people.



Even though power supply is 24Vac, keep it disconnected during installation and any further maintenance or servicing.



Do not modify the circuits in the unit. Any change could impair the correct functioning of the safety circuits.



The power line must comply with the Norm CEI 64-8/7.

In particolare il conduttore di messa a terra deve essere inderogabilmente conforme alle prescrizioni, e comunque

avere sezione non inferiore ai limiti stabiliti dalla norma CEI 64-8/4.

Si raccomanda di porre la linea sotto la protezione di un interruttore differenziale da 10A , per poter agevolmente togliere l'alimentazione caso di operazioni di manutenzione.



6.2 Mounting

The equipment has been certified as IP54 protection degree. However, it is recommended to instal it away from direct weather agents as rain/hail and sunlight.

- Limited protection against dust ingress. (no harmful deposit)
- Protected against splash water from any direction

6.2.1 Wall-mount :



IT IS ESSENTIAL THAT THE WALL IS SOLID ENOUGH TO SUPPORT THE HANGING WEIGHT OF THE UNIT.

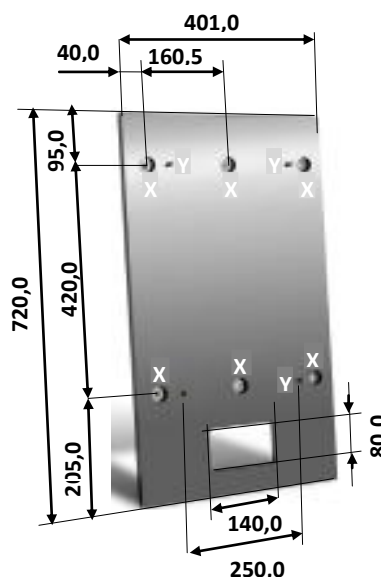
The dedicated frame (codice AA-0111) must be used to fix the Thomas 1055 cabinet to the wall.

Prepare the wall outlet of the cables corresponding to the 140x80 mm cut-out of the plate.

Take the following steps:

- 1) Fasten the frame to the wall by fischer-bolts, through the 6 x Φ 10 mm bores (X).
- 2) Slip the cables through into the unit.
- 3) Hang the unit onto the four studs (Y), then tighten the M8 nuts and washers.

See § 6.2.2.1 for electrical connections.



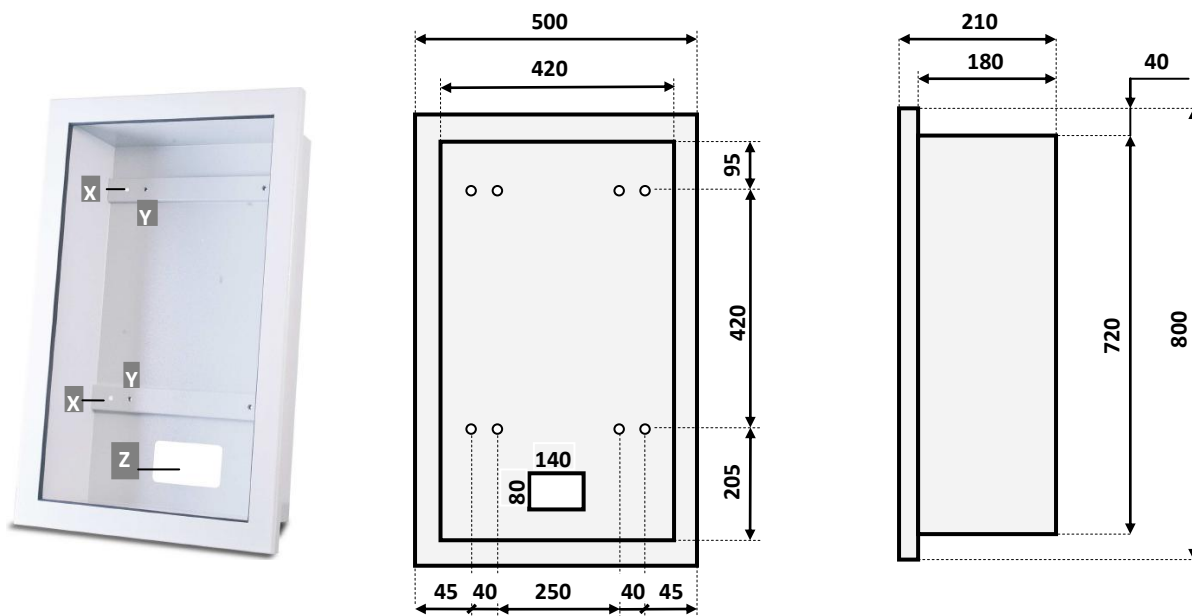
6.2.2 Wall-mount, embedded (blind back):



MAKE SURE THAT THE WALL IS STRONG ENOUGH TO SUSTAIN THE WEIGHT OF THE UNIT WITH ITS EMBEDDING

Preset the 500x720x210 mm recess for housing the embedding framework (cod. AA-0125): see quotes in the drawing below.

- Prepare the 4 holes with anchor plugs for 10mm screws on the back of the recess, corresponding to holes . pinpointed as 'X' in the drawing (vertical inter-axis 420mm, horizontal inter-axis 330mm).
- Lay the frame in position, and slip the cables through the cut-out "Z". Fasten the frame to the recess by the anchor screws.
- Slip the power cable into the equipment, then fasten the latter onto the 4 holes "Y" (M8 thread).
- See § 6.2.2.1 for electrical connections.



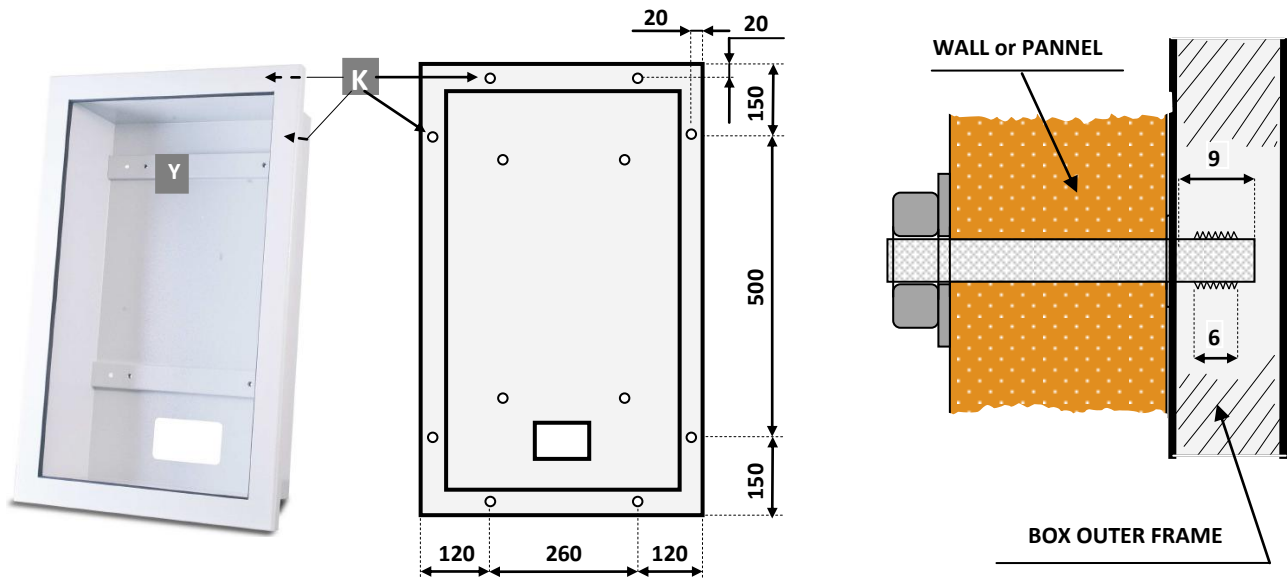
6.2.3 Wall-mount (pass-through embedding):



MAKE SURE THAT THE WALL IS STRONG ENOUGH TO SUSTAIN THE REAR-WEIGHING BURDEN OF THE UNIT WITH ITS EMBEDDING

Preset the 500x720 mm cut-out for housing the framebox and the unit. See quotes in drawing below.

- Preset 8 holes for $\Phi 10$ mm screws along the cut-out sides, corresponding to the points "K" in the drawing.
- Insert in the "K" holes eight M8 threaded bars, long as much as the wall/panel depth plus at least 15 mm. Set the framebox; fasten the M8 nuts and relevant washers (see figure below).
- Slip the power cable until inside the equipment, then fasten firmly the equipment itself upon the 4 threaded holes "Y".
- See § 6.2.2.1 for electrical connections.



6.2.4 Floorstand mount:

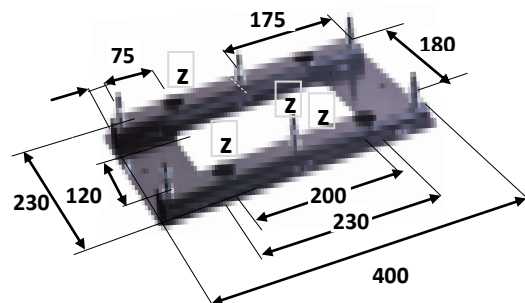
Make sure that the basement is even and strong enough to sustain the weight of the unit with its floorstand.

The pedestal must be secured to the basement by a floor fixing plate (or by the plate for embedding in concrete).



The following operation is better carried out by 2 persons.

- Drill 4 holes (Z) on the basement, and fit anchor plugs in.
- Set the plate and fasten it by anchor screws.
- Open the floorstand door, fit the floorstand on the plate according to the latter's 6 studs.
- Take care that the level is horizontal; if necessary, add spacer washers between the plate and the pedestal base.
- Firmly tighten the floorstand by the washers and M8 nuts provided.
- Move the power cable up until out of the pedestal. See § 6.2.2.1 for electrical connections.



6.2.2.1 Electrical connections



The power line must be disconnected during installation.

Slip the power cable into the equipment by the rear side cut-out. Complete the wires by a 10 Amps 3-pins plug, and connect it to the machine socket.

If the pedestal includes the “CHANGE” writing, it is possible to make this luminescent: seize the cable from the equipment power box, slip it through the rear cut-out, then connect it to the cable ready inside the pedestal.

Lock back the pedestal door.

7. Switch-on

Open the equipment door, then release the Hopper drawer by the latch at the right side, and draw the Hopper outwards. Pour the Tokens or the Coins inside the hopper.



PLEASE TAKE CARE! Refill the Hopper always and only when the machine is off!

Push the hopper back to its operating position. Turn to 1 the switch of the power box, and close the door.

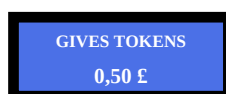
The unit will check the status of the components in the circuit. When the check ends, the display will show the stand-by message, that can be changed according to the Owner's wish (see sect. PROMO, in 9.3.9 Menu Functions):



This message appears together with the following one:



or



The unit is ready for operation.

8. Operation



Never operate the unit when the door is open!!!



When introducing a banknote or a coin, the display will show the amount, and the unit will automatically pay out the equivalent value in tokens or coins.

In case the inserted amount is higher than the exact multiple of the available token/coin value, the display will show the remaining credit. Top up the missing amount to obtain an additional change in token(s)/coin(s).

WARNING: *if there are no more tokens/coins in the hopper, the unit will not be able to change the whole inserted amount. The display will show the remaining credit. Switch the unit off, refill the hopper, and turn power on again: the remaining credit shall be paid and cancelled.*

9. Set up

Default presettings are as follows:

PCB Parameters

Type of distribution = AUTOMATIC

Bonus = DISABLED

Level Sensors = DISABLED

Coin/Token value = € 0.50

Hopper HopperOne [ccTalk]

£ 0.05 - - £ 2.00 = ENABLED

AL66S [ccTalk] coin acceptor

£ 5.00 - - £ 50.00 = ENABLED

VEGA Note reader [ccTalk]

If unwanted modification are made, the default configuration can be restored from the control board buttons (on the board housing, behind the display) as follows:

- press OK (cfr. 7.3.1 SCROLL MENU), then:

- by UP or DOWN find **RESTORE DEFAULT CONFIGURATION**, then

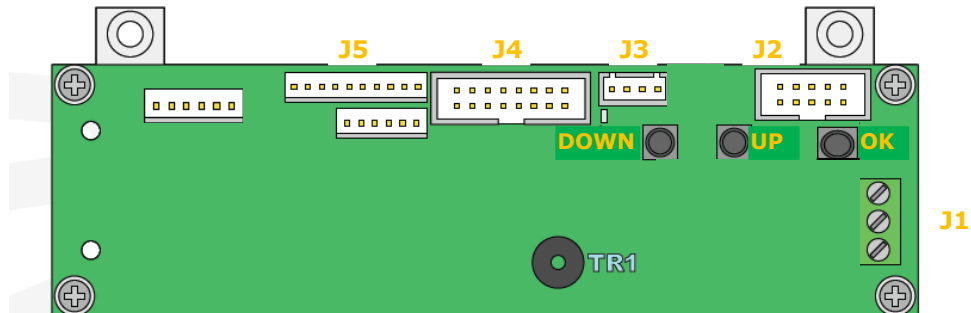
- press again OK; the message "Default Configuration restored" will be displayed.

PLEASE NOTE: the instruction **RESTORE DEFAULT CONFIGURATION** will reset also the default PIN code (0000).

9.3 Menu Functions

9.3.1 SCROLL THE MENU

To enter the menu and navigate it, make use of the 3 keys located behind the display board.



- J1 Power in (1=24v, 2=12v, 3=Gnd)
- J2 ccTalk 2x5-pin (hopper)
- J3 ccTalk 4-pin (coin acceptor)
- J4 ccTalk 2x8-pin (note validator)
- J5 illum. pushbuttons 10-pin

OK button enter the set-up menu or chosen menu; confirm chosen data
UP / DOWN buttons surf the menu; modify figures or characters

Enter configuration by pressing OK.

Use DOWN or UP to navigate the different icons.

Press OK to enter the chosen icon and display sub-menu.

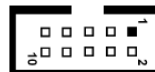
Press DOWN repeatedly until EXIT appears, then press OK.

Please notice: access to some sub-menus is protected by security PIN.

J1 POWER IN



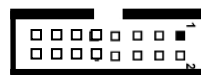
J2 HOPPERONE S11 or HOPPER AH4



J3 COIN ACCEPTOR

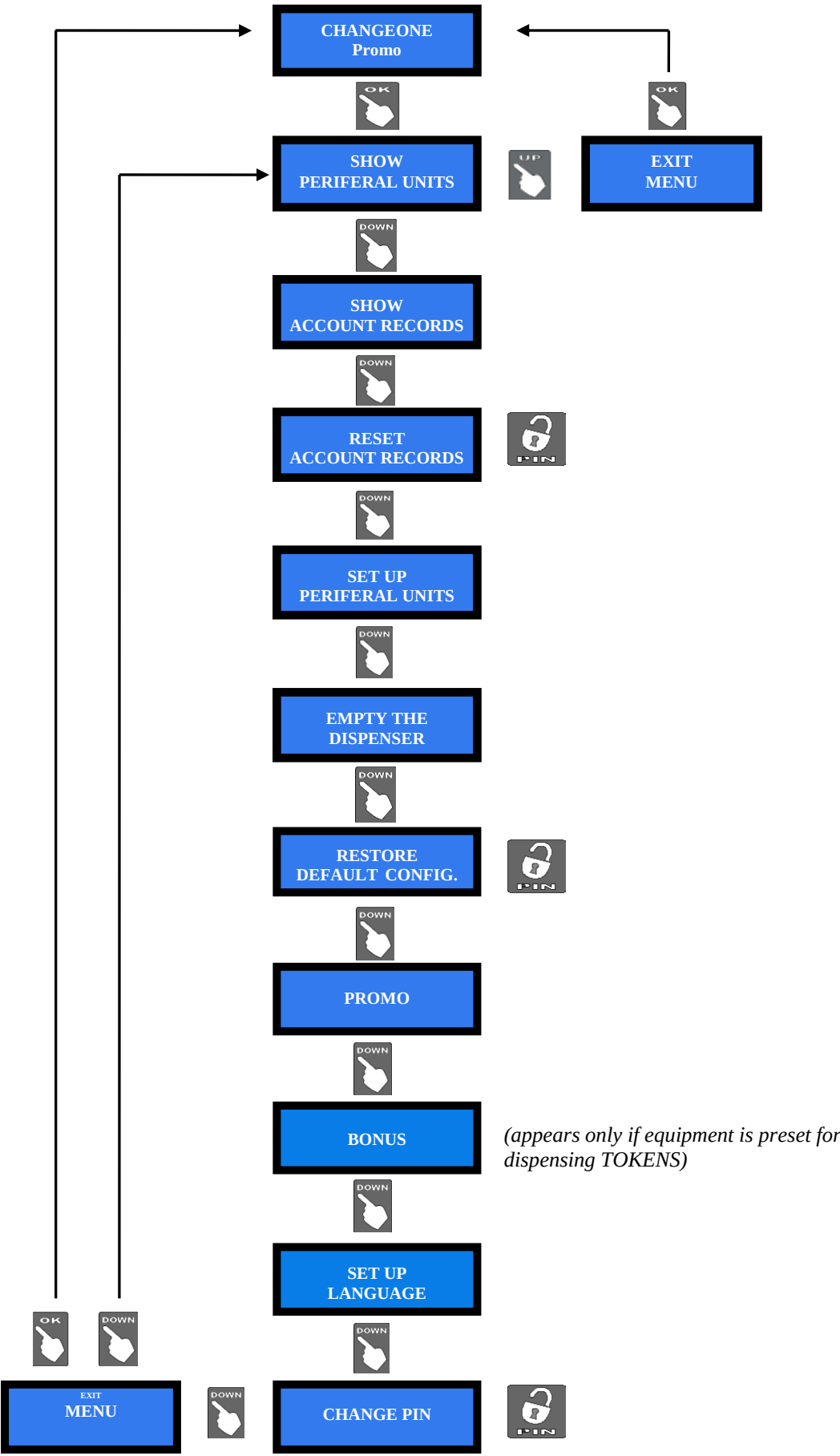


J4 NOTE VALIDATOR



Notice: access to some sub-menus is protected by the PIN.

9.3.2 MENU STRUCTURE

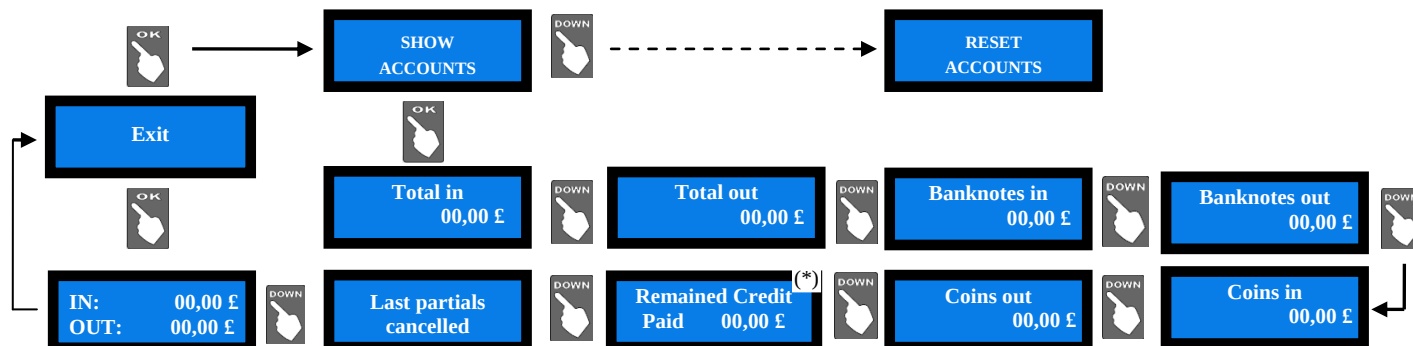


9.3.3 SHOW PERIPHERAL UNITS

This function shows the state of the input and output devices, for instance the following description can appear:



9.3.4 CHECK ACCOUNT RECORDS



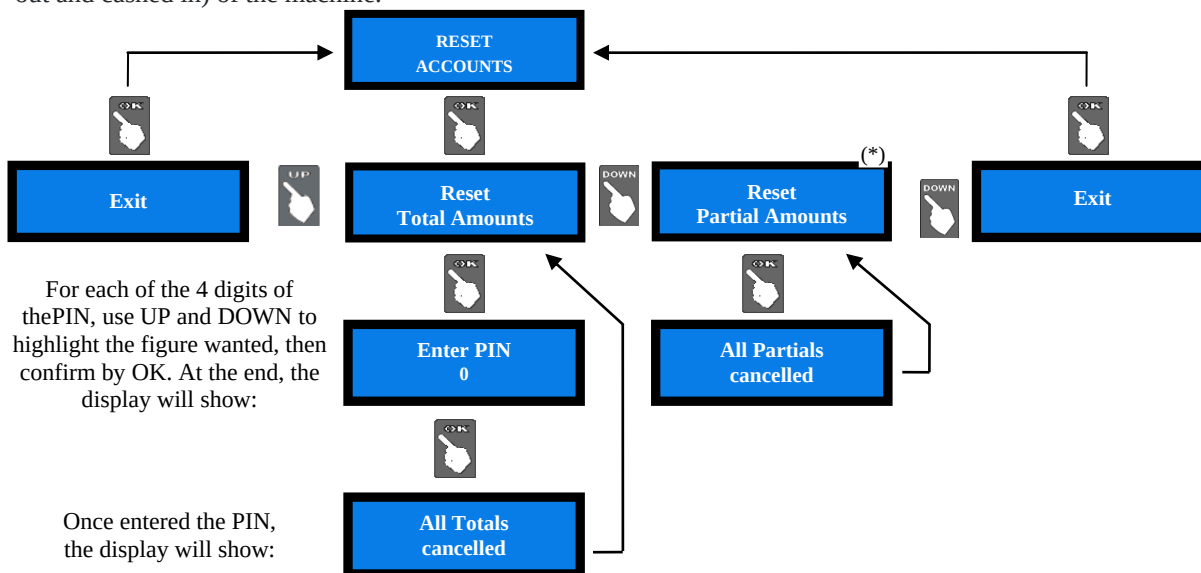
(*) **Reset of the remaining credit:** if and when the relevant contact circuit has been preset (see section 9.3.1.1), it is possible to switch the reset button or key to cancel the unpaid amount. The Operator will then manually pay the credit left to the Customer, while the cancelled amount will be recorded in the Accounts section (see 9.3.5 RESET ACCOUNTS).

- Press OK: the display will show the total amounts introduced (TOTAL IN). Press UP, and OK if you want to exit the ACCOUNTS menu.
- Or else, press DOWN to check the total amounts dispensed (TOTAL OUT). Press DOWN to go on browsing the submenu.

Notice: whenever the Partial Amounts record get cancelled (see section 9.2.3 RESET ACCOUNTS), the previous value recorded in "Last Partial cancelled" gets replaced by the amount that has just been reset.

9.3.5 RESET OF ACCOUNTS

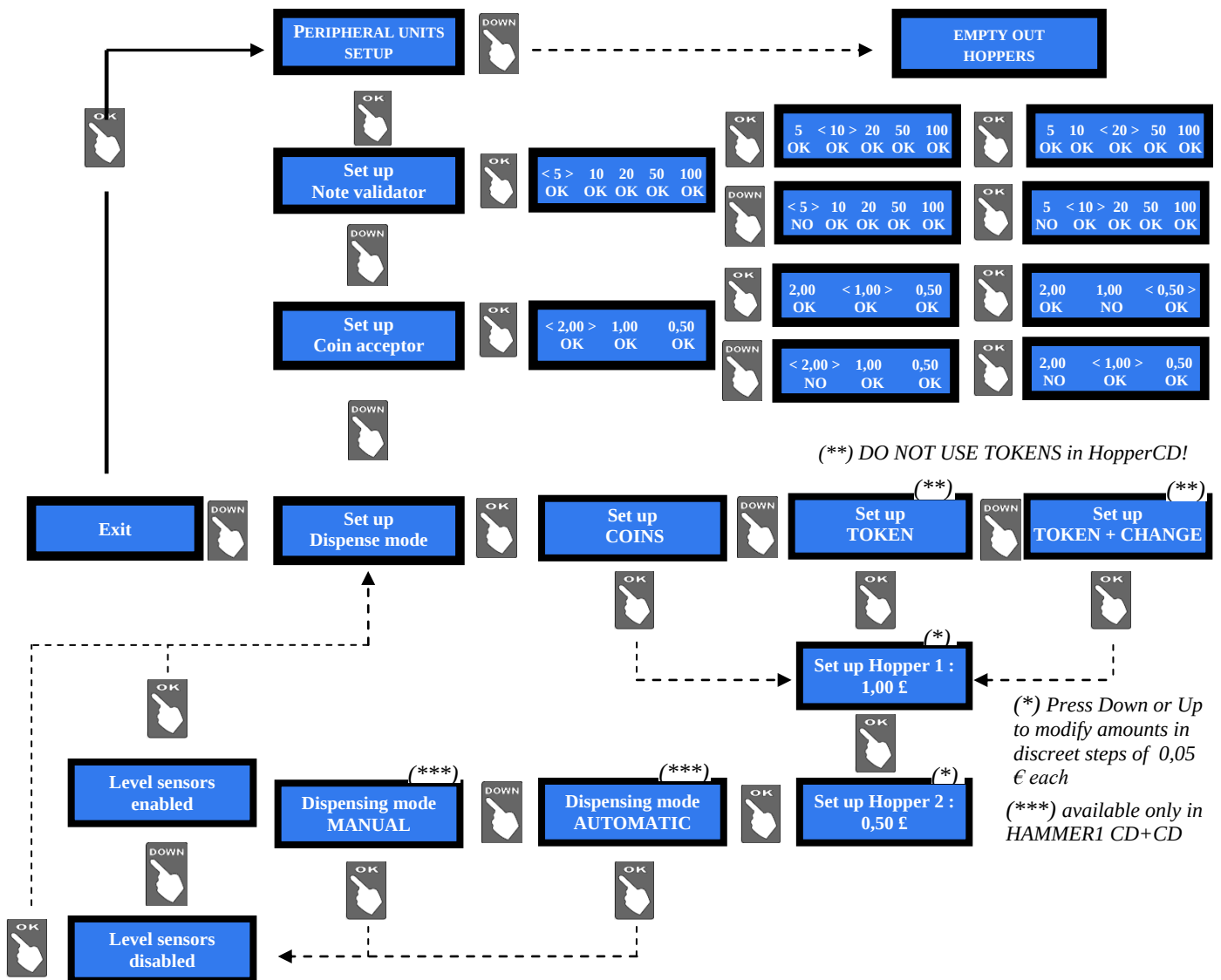
To use this sub-menu it is necessary to digit the PIN code. This function allows to cancel the account records (both paid out and cashed in) of the machine.



PLEASE NOTE: when re-configuring the unit from token dispenser to coins dispenser, always activate **RESTORE DEFAULT CONFIGURATION** and then **RESET ACCOUNT RECORDS**. If not done, the memory of the bonus given would make the accounting false.

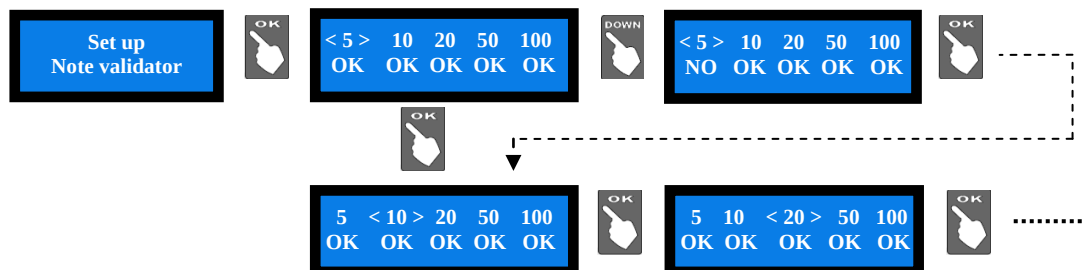
9.3.6 PERIPHERAL UNITS SET UP

It is possible to configure by this menu the cctalk coin acceptor, the ccTalk note validator, the ccTalk hoppers, the pay-out mode and the keys mode.



- *Note Validator* setup

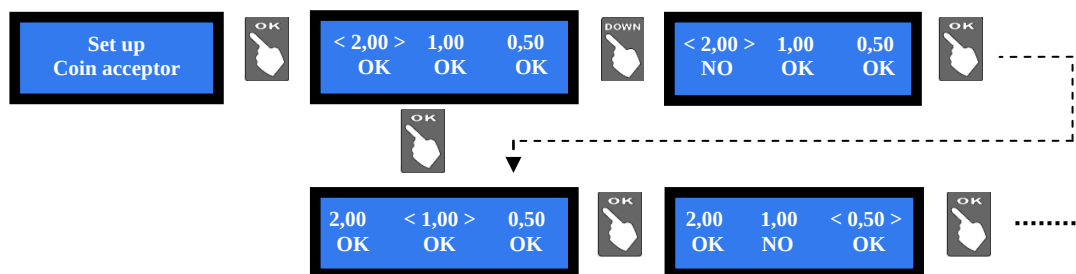
All the programmed note values (5-to-100 GBP) get automatically enabled. To modify this default condition, press OK to get to the first option (ex. 5 GBP) and highlight it, then press UP or DOWN to reverse its state. Press OK to shift to the next option (ex. 10 GBP).



- Coin selector setup

Among the accepted coins (0.05-to-2 GBP), the following ones were enabled by default: 0.50 - 1.00 - 2.00. To modify

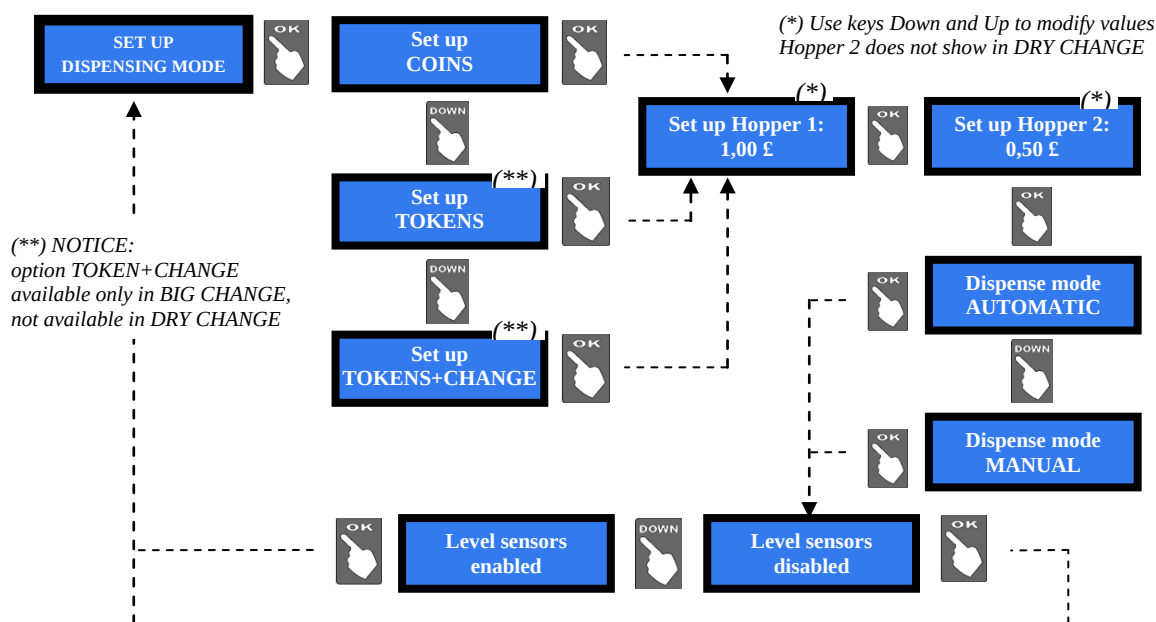
this condition, press OK to get to the first option (ex. 2 GBP) and highlight it, then press UP or DOWN to reverse its state. Press OK to shift to the next option (ex. 1 GBP).



- Dispensing Mode setup

Allows to choose whether to dispense COINS or TOKENS or TOKENS+CHANGE, and whether the DISPENSING MODE will be AUTOMATIC or MANUAL.

It also permits to monitor the level of the coins in the hopper(s) by the electronic sensors.



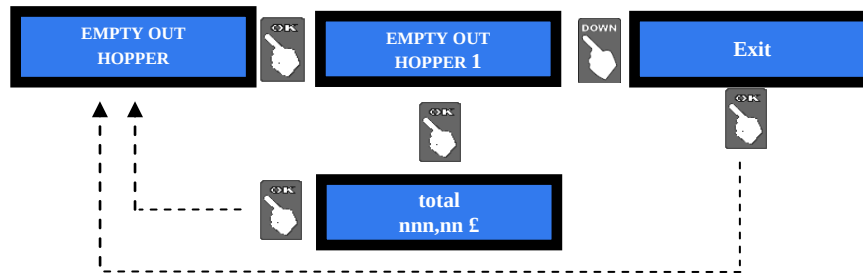
NOTA: monitoring of level sensors is disabled by default. This means that the board does not know when the hopper is empty, so it will send the pay-out command even if there are no coins available.

If instead the monitoring has been enabled, and there are not enough coins in the hopper, the display will warn that the hopper is empty. There are yet contained 20 coins approximately, to be able to complete the change payout.

PLEASE NOTE: IF AND when re-configuring the unit from token dispenser to coins dispenser, always activate **RESTORE DEFAULT CONFIGURATION** and then **RESET ACCOUNT RECORDS**. If not done, the memory of the bonus given would make the accounting false.

9.3.7 EMPTY OUT THE HOPPER

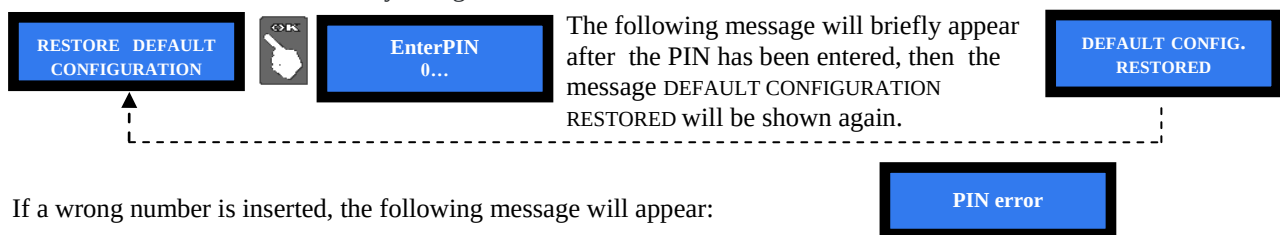
Use this function to make the selected hopper pay out all the contained coins / tokens.



When depletion has been completed, the paid out value will be displayed.

9.3.8 RESTORE DEFAULT CONFIGURATION

To use this sub-menu it is necessary to digit the PIN code.



If a wrong number is inserted, the following message will appear:

WARNING: in case of reset, the system sets back to default configuration. The PIN code will be reset to the default 0000 setting. Account records shall not be cancelled.

9.3.9 PROMO

It is possible to preset an advertisement on the display. Press OK:

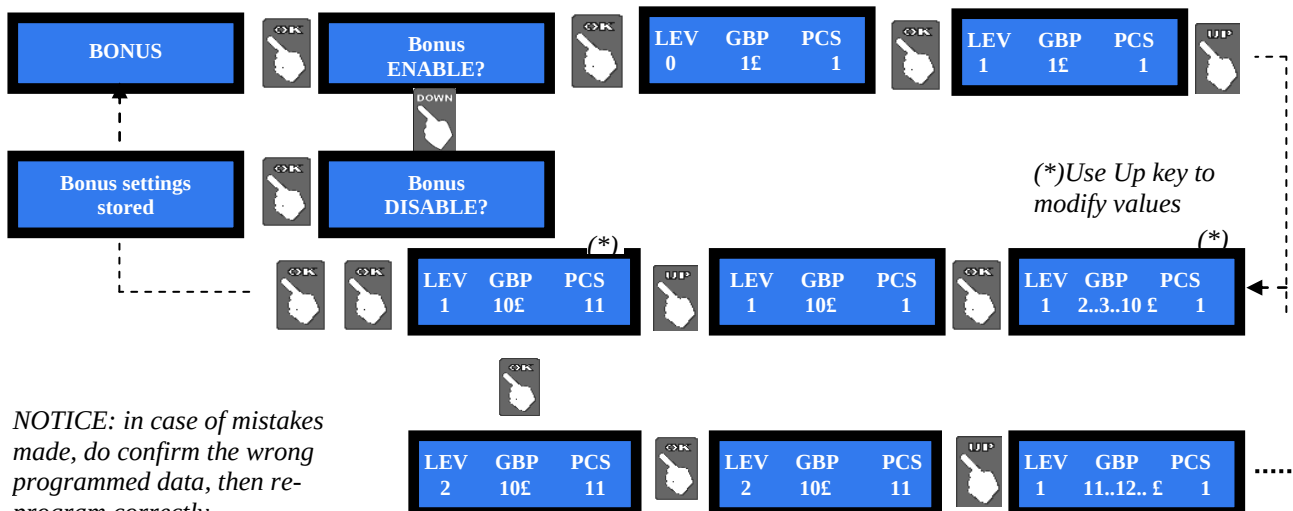
Digit text

Press again OK, the pointer will highlight the first digit: by UP or DOWN, choose the character that you want to insert, then confirm by OK. The pointer will highlight the following digit.

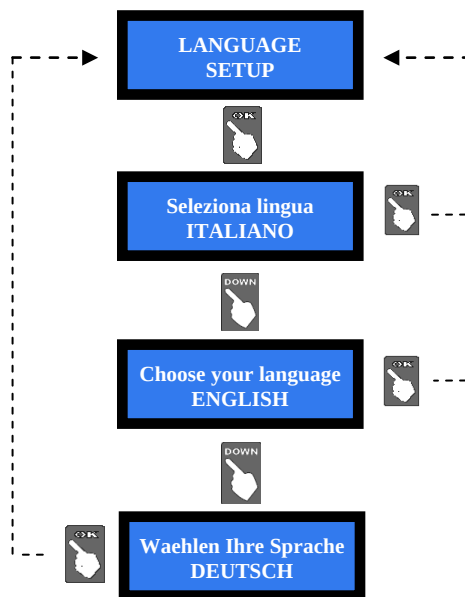
Once digit nr. 16 has been confirmed, the message gets automatically stored. Start again if you need to modify the text.

9.3.10 BONUS SET UP

This function will operate only if at least the hopper nr. 1 is preset for paying tokens. Take care to set up all hoppers parameters. Bonus function is disabled by default.



9.3.11 SET UP LANGUAGE



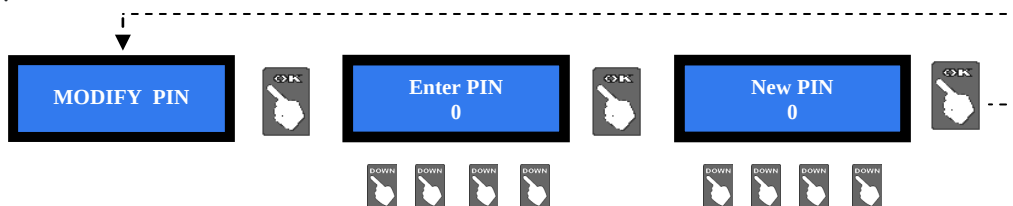
9.3.12 CHANGE PIN

The PIN code allows to get access to the discretionary menus of the system.
 The PIN code is made up by 4 figures (each of them from 0 to 9), so that there are 10,000 combinations available.
 If the PIN code is not correct, the User is given another 4 tries before the board gets blocked-up by its security interlock.
 The system can be started again by switching it off and on again.

ATTENTION: the default PIN code is 0000

The settings in the following menu can be modified by using the PIN code:
 MODIFY PIN - RESET ACCOUNTS - RESTORE DEFAULT CONFIGURATION

To modify the existing PIN, press OK, and digit the old PIN code: to digit each code figure, first use keys UP and DOWN to set each figure, then confirm it by OK. Once the 4th figure has been confirmed, confirm by OK the whole old PIN:



To digit the new PIN code, use first the UP and DOWN keys to set each figure, then confirm it by OK. Once the 4th figure has been confirmed, confirm by OK the whole new PIN.
 As every single figure gets confirmed, an asterisk takes its place, so preserving secrecy.

NOTICE: when *DEFAULT CONFIGURATION* is restored, the PIN code gets reset to 0000.

7.3.13 EXIT MENU

Press OK to go back to stand-by condition:



10. Messages

10.1 Messages of faulty operation

When this warning appears:



please check the state of the Peripheral Units:



The above messages mean that:
the coin acceptor is connected and functioning
there has been a problem with the note reader
hopper n. 1 is disconnected.

The following information can appear:



the named peripheral unit (coin acceptor, or cashless reader, or 8PR relay board, a.s.o.) is correctly operating



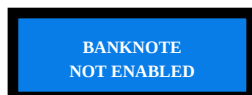
the named peripheral unit has not been detected



the named peripheral unit has been detected but there has been a malfunction



the named peripheral unit has been detected but it is not supported by the control board



A disabled note denomination has been introduced, and rejected

10.2 Code RI (Control Board blocked)

The 'Code RI' message means that there has been an event that makes it wise to hold the EPROM from operating. If and when it pops up, hold down the 3 OK, UP e DOWN keys at the same time for 5 seconds. Such operation will reset the machine to its default configuration. It will then be necessary to re-program the setup according to the needs.

In case that the 'Code RI' message pops up again after releasing the 3 keys, it means that the EPROM has been damaged: it will be necessary to replace the board.

10.3 Messages from the note reader

The Leds in the front entry of the validators inform about malfunctions. The following chart shows the possible cases:

State of the unit	Colour	Nr. of flashes	Error description	Suggested solution
Out of service	none	none	Power off	The machine display will also report an error
		none	Communication with control board interrupted	The machine display will also report an error. Check that the dip-switches are correctly set
		none	CPU out of service	The machine display will also report an error. Check connections and cables inside the validator
Out of service	yellow	variable	ROM or RAM out of service	See Vega manual, chart 13, according to the number of flashes
Jammed notes	red	variable	notes or parts clogging the reading path	Check the reading path
			Configuration malfunctioning	See Vega manual, chart 13, according to the number of flashes
Rejected notes	yellow	variable	DIP switches have been wrongly set	See Vega manual
			Sensors are dirty	Clean the sensors in the reading path
			Sensors malfunction	See Vega manual, chart 14, according to the number of flashes
Diminished acceptance rate	yellow	variable	Software not updated to recently minted notes	Check that the note and its minting year are consistent with the software update version
			Sensors are dirty	Clean the sensors in the reading path
			Sensors calibration required	Check the flashing pattern, then See Vega manual, chart 14, according to the number of flashes Carry out the calibration test.

11. Maintenance

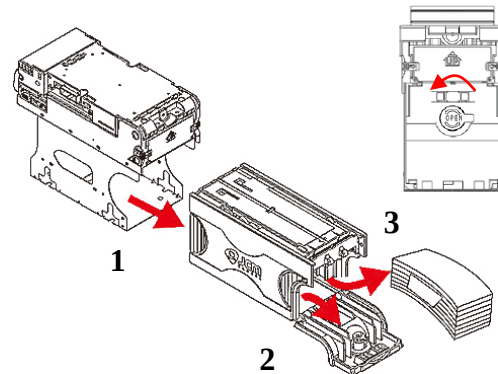




PLEASE PAY ATTENTION! Switch power off before opening the validator.

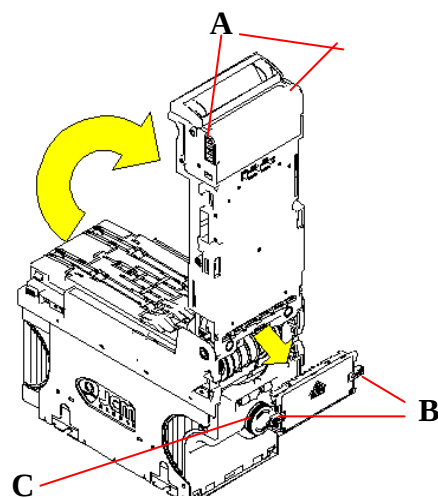
- Retrieving Banknotes

1. Pull the Release Handle to free the Cash Box from the Frame and pull the Cash Box forward.
2. Rotate the Thumb Lock Knob counterclockwise and drag down the Cash Box Door
3. With the Cash Box Door open, retrieve the Banknotes



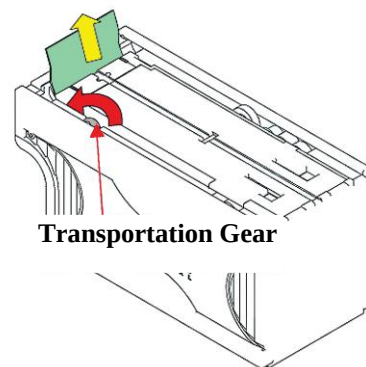
- Clearing Banknote Jams

1. Do not power up the validator during this operation.
2. Press buttons A and lift the Upper Validation Section open.
3. Remove the Course Reversing Guide Cover by pressing in on the two buttons B.
4. Turn the Thumb Lock Knob C to gain access to the jammed Banknote
5. Remove the jammed Banknote or any foreign object jamming the transport path.



- Clearing a Banknote jammed in the stacker

1. Do not power up the validator during this operation.
2. Remove the cash box.
3. Rotate the Cash Box Banknote Transportation Gear in the necessary direction to remove the jammed banknote.



12. Cleaning of the note recycler (only for BIG CHANGE unit)

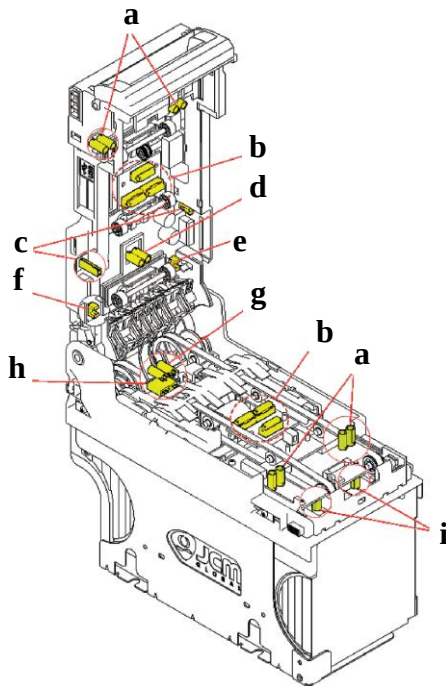


CAUTION: Do not use alcohol, thinner or citrus based products for cleaning any inner or outer surfaces.

Cleaning the Banknote Recycler's Transport path is very important. Adhering Iron powder or dirt on the Recycler's Sensors may cause poor performance or errors. Perform a scheduled clean-ing at least once a month to keep the Recycler Transport path clean. Use a dry, soft, lint-free cloth or a Cotton swab to wipe dirt and stains from the Magnetic and Optical Sensors, Rollers and Belts. If necessary, blow the inside of the Unit clean with a compressed air jet to remove clinging foreign objects. Pay attention not to scratch the sensors lenses.

How to clean the sensors:

1. Make sure that power is off.
2. Open the upper cover flap.
3. Clean each sensor and its path.



Wipe clean by a lint-free piece of cloth:

- a – Input Sensor
- b – Validation Sensor
- c – Side Sensor
- d – Escrow Sensor

Clean by pressurized air:

- e – Recycler flap Sensor
- f – Stacker door flap Sensor
- h – Cash box present Sensor
- i – Pusher mechanism home position Sensors

Clean by cotton swab:

- g – Stacker input Sensor

13. Disposal of the product

	WARNING! DISPOSE OF ACCORDING TO THE GOVERNING LAW IN YOUR COUNTRY! This equipment may not be treated as household waste. Instead, it must be handed over to the applicable collection point for the recycling of electric and electronic equipment. By ensuring that this product is dised of correctly, you will help to prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about recycling of this product, please contact the Dealer where you purchased this product.
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14. Terms of Guarantee

The manufacturer will fix malfunctions arising from production faults in this machine or parts of it within 12 months from the date of sale.

All communications referring to guarantee repairs or replacements must be accompanied by the product serial number and the copy of the sale invoice.

To obtain your guarantee repair, please send the part to the Dealer where you purchased the machine, together with the following documents:

- copy of the sale invoice
- delivery note stating “returned for guarantee repair”
- detailed report of the problem found and the circumstances in which it occurs.

Before sending the product, please get in touch with your Dealer or with Thomas Automatics. (+44 1509 225 690); very malfunctions can be fixed via a simple phone call, saving you costs and time.

Thomas Automatics will verify that warranty is applicable, i.e. that problem is not caused by:

- transport damages
- damages from incorrect installation or wrong configuration
- installation in premises or areas not complying with the prescribed safety requirements
- intentional or unwilling tampering
- wrong or careless use or maintenance
- non-compliance with precautions prescribed (see Chapter 4. Caution)
- natural disasters, vandalisms, intentional or unintentional damage

Guarantee is considered automatically expired if outer and inner labels are missing.

Transport costs of repaired products are at the Customer's charge.

15. Customer Service

Thomas Automatics will be pleased to offer all the necessary information on use, ordinary maintenance and technical service. Please call (+44) 1509 225 690 and specify if your request concerns information on use or technical support.